

Job Description

Role Title	Telephone agent
Job Family & Category	Customer Excellence: Assistant
Team	Services Delivery
Line Manager	Customer experience officer, loans & grants
New/ Existing Role	Existing
Perm/ Fixed Term	Permanent
Resource and Management Responsibilities	None
Job purpose	<p>The Telephone Agent role sits in a team that administers energy saving loans and grants for individuals and small businesses.</p> <p>Taking inbound calls and make pro-active outbound calls to answer customer enquiries about their loan and grant applications and claims.</p> <p>Delivering excellent customer service to high quality standards to support loan and grant applicants. Striving to provide a world class service and make the process of getting a grant or loan as easy as possible for applicants.</p>
Key responsibilities	<p>Responsibilities for ensuring performance levels are met in terms of:</p> <ul style="list-style-type: none"> ▪ Providing excellent customer service, exceeding the 95% minimum standard of call quality required and delivering a minimum 95% of customer satisfaction. ▪ Answering enquiries within specified service levels. ▪ Accurately recording all enquiries on our databases and spreadsheets within specified timescales. ▪ Achieving individual and team targets within specified timescales. ▪ Providing timely and proactive follow-up contact to applicants via telephone. ▪ Assist the team with ad hoc requests as required. ▪ A willingness to learn about and support our efforts to become a more diverse, inclusive, equitable and sustainable organisation.

	<p>Within one month, you will:</p> <ul style="list-style-type: none"> ▪ Learn about the loan and grant funds we administer. ▪ Learn about the administration systems we use. ▪ Learn about the telephone management system we use. ▪ Learn about our customer service standards. <p>Within three months, you will:</p> <ul style="list-style-type: none"> ▪ Become confident with our processes and systems. ▪ Be actively taking live calls, supporting our customers. ▪ Confident in the customer service standards those in the team on the phone are held to. <p>Within six months, you will:</p> <ul style="list-style-type: none"> ▪ Meeting our customer service standards consistently by being a customer facing role model, and applying Energy Saving Trust values and behaviours to everything you do. ▪ Maintaining good administrative system standards.
<p>Knowledge, skills and qualifications required</p>	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Proven track record of delivering excellent customer service. ▪ Excellent telephone and customer care skills with an ability to communicate effectively by telephone with a range of audiences including vulnerable applicants. ▪ Experience of handling customer complaints and first call resolution. ▪ Experience of working within a target-focused environment and complying with procedures and processes. ▪ Ability to work under own initiative with minimal supervision. ▪ Recognition of the importance of repetitive tasks. ▪ An enthusiastic and positive approach. ▪ Good IT skills (Microsoft Office suite, internet, use of databases). <p>Desirable:</p> <ul style="list-style-type: none"> ▪ Knowledge of energy efficiency, low and zero-emissions heating, renewable energy, and sustainable travel.